



DRAFT 08/10/2017

VOLKSWAGEN DEALERSHIP COMMUNICATION – USA ONLY

Date: August 10, 2017

To: Dealer Principal, Sales Manager, Service Manager, Parts Manager and Warranty Administrator

Subject: Upcoming Emissions Recall 24CV - Inlet Air Box Housing Snow Flap Replacement & Oxygen Sensor Inspection/Replacement

2009-2014 MY Volkswagen 2.0L TDI Engine Vehicles (Generation I)

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

We would like to inform you of an upcoming Emissions Recall. Please refer to the attached Campaign Data Sheet for additional information.

- **Due to test plan restrictions in ODIS Service, only vehicles receiving both the approved emissions modification (AEM) and the 24CV can be serviced at this time.**
- **Vehicles cannot receive only the 24CV action at this time.**
- **You will be notified when ODIS Service is updated.**

If you have any questions or require additional assistance, please contact Warranty. As always, any press inquiries should be directed to Volkswagen Public Relations.

Volkswagen Customer Protection

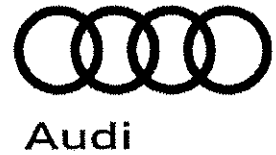
Attachment: Campaign Data Sheet (1)



CAMPAIGN DATA SHEET

CAMPAIGN TYPE	Emissions Recall
SAGA CODE	24CV
MARKET(S)	United States
AFFECTED VEHICLES	2009-2014 MY Volkswagen 2.0L TDI Engine Vehicles (Generation I)
TOPIC	Inlet Air Box Housing Snow Flap Replacement & Oxygen Sensor Inspection/Replacement
PROBLEM DESCRIPTION	The snow flap in the inlet air box housing may remain partially to fully open. Should this occur, excess warm air could enter the air intake through the snow flap inlet.
CORRECTIVE ACTION	Install an improved inlet air box housing snow flap and, if measured degradation tolerances are met, replace the oxygen sensor.
CUSTOMER NOTIFICATION DATE	September 2017
ELSA/OMD Web VISIBILITY DATE	On or about August 11, 2017
APPROXIMATE REPAIR TIME	Up to 100 TU
SPECIAL TOOLS NEEDED?	SEE WORK PROCEDURE
PARTS REQUIRED	SEE WORK PROCEDURE
EXPIRATION DATE	NONE
ADDITIONAL INFORMATION	<p><u>Requirements for Emissions Campaigns Having Customer Notification (CALIFORNIA ONLY)</u></p> <p>The California Air Resources Board and the Department of Motor Vehicles (DMV) require emissions-related campaigns to be completed prior to vehicle registration renewal. When campaign work is done you must provide the owner with a signed "Vehicle Emission Recall – Proof of Correction" certificate (RC EMISCAVWAU). Certificates can be ordered at no cost online via the Compliance Label Ordering portal.</p>

IMPORTANT! To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc. See the campaign circular on Elsa for the most current repair information. Refer to the campaign circular for complete repair and claiming instructions.



DRAFT 08/09/2017

Date: August 10, 2017
To: Audi Dealer Principal, Service Manager, Warranty Administrator, Sales Manager,
General Manager & Parts Manager
From: Audi Customer Protection
Subject: Upcoming Emissions Recall 23W1 - Inlet Air Box Housing Snow Flap Replacement
& Oxygen Sensor Inspection/Replacement
2010-2013 MY Audi A3 2.0L TDI Engine Vehicles (Generation I) – USA ONLY

We would like to inform you of an upcoming Emissions Recall. Please refer to the attached Campaign Data Sheet for additional information.

If you have any questions or require additional assistance, please contact Warranty. As always, any press inquiries should be directed to Audi Public Relations.

Audi Customer Protection

Attachment: Campaign Data Sheet (1)



CAMPAIGN DATA SHEET

CAMPAIGN TYPE	Emissions Recall
SAGA CODE	23W1
MARKET(S)	United States
AFFECTED VEHICLES	2010-2013 MY Audi A3 2.0L TDI Engine Vehicles (Generation I) – USA ONLY
TOPIC	Inlet Air Box Housing Snow Flap Replacement & Oxygen Sensor Inspection/Replacement
PROBLEM DESCRIPTION	The snow flap in the inlet air box housing may remain partially to fully open. Should this occur, excess warm air could enter the air intake through the snow flap inlet.
CORRECTIVE ACTION	Install an improved inlet air box housing snow flap and, if measured degradation tolerances are met, replace the oxygen sensor.
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ADDITIONAL INFORMATION	<u>Requirements for Emissions Campaigns Having Customer Notification (CALIFORNIA ONLY)</u> The California Air Resources Board and the Department of Motor Vehicles (DMV) require emissions-related campaigns to be completed prior to vehicle registration renewal. When campaign work is done you must provide the owner with a signed "Vehicle Emission Recall – Proof of Correction" certificate (RC EMISCAVWU). Certificates can be ordered at no cost online via the Compliance Label Ordering portal.